

Jennifer Probert

UX DESIGNER | UI DESIGNER

109 6TH Street, West View, Pennsylvania 15229 | 412-773-1546 | j.probert6601@yahoo.com
linkedin.com/in/jennifer-probert | www.jenniferprobert.com

QUALIFICATIONS SUMMARY

- UX Designer certified by the Nielsen Norman Group (UXC# 1010797) with more than five years of experience
- Designed a UX/UI solution for Billing clients that reduced user time on task by 50-76% and increased NPS scores
- Recognized and sought after for advice and expertise by peers as a subject matter expert in UX/UI design
- Strong user empathy and understanding of UX/UI best practices encouraged peers to collaborate on UX research plans, usability testing and iterative design methodology
- Successfully introduced and implemented Lean UX into an Agile scrum environment across six multi-disciplinary development teams
- Introduced and facilitated a UX Guild open to 200+ company employees interested in learning about UX design

RELEVANT SKILLS

- Adept at creating wireframes, low- and hi-fidelity mockups, and interactive prototypes using pencil sketching, Photoshop, and prototyping tools such as UXPin to rapidly iterate on designs
- Collaborate with stakeholders, product owners, project managers and business analysts to determine the most cost and time effective way to meet business goals, timelines, and requirements
- Delight clients with intuitive, user-centric experiences and interfaces by designing and participating in user research and testing methods, as well as following industry best practices to create visually appealing websites, applications, and features
- Experience with responsive, mobile-first design and development of pixel-perfect websites using wireframes, mockups, prototypes and requirement documents
- Reduced developer time on task by more than 35% by writing front end code using HTML, CSS, SASS, LESS, and CSS preprocessors for hand-off to developers
- Experience with Bootstrap and Foundation front-end frameworks, cross-browser, cross-device and cross-platform testing and debugging, and GIT, SourceTree and Fork version control
- Detail-oriented, self-starter driven to meet and exceed expectations, needing minimal supervision as well as being comfortable working as a member of a collaborative team

CAREER HIGHLIGHTS

- Voted Employee of the Month three times by peers
- Four awards for Excellence of Design in the Printed Media from the Western Pennsylvania Printer's Association

ADDITIONAL SKILLS

Software

- Photoshop, UXPin, Illustrator, Adobe Creative Suite, Visual Studio, Compass, Crunch, Tortoise SVN, Fork, GIT, Source Tree, Microsoft Office Suite, CorelDraw

Programming

- HTML, CSS, SASS/Compass, LESS/Compass, Bootstrap, Foundation, JavaScript, jQuery
- Knowledge of: ColdFusion, SQL, PHP/TWIG, XML, ActionScript

EXPERIENCE

UX DESIGNER and UI ENGINEER

Net Health LLC, Pittsburgh, PA | June 2015 – September 2019

- Designed the UX/UI for four SaaS applications sharing a single platform and interface
- Designed UX/UI features and components for tablet and desktop based on user personas, roles and permissions that met or exceeded their expectations, needs and wants
- Established and maintained UX/ UI standards to conform to company expectations and industry standards
- Presented UX/UI designs to stakeholders, PMs, BAs, developers and clients to solicit feedback and insights
- Created and rapidly iterated on low- and high-fidelity mockups and interactive prototypes
- Performed yearly heuristic audits of all products and offered recommendations for improvements
- Supported and collaborated with multiple local, remote and off-shore Agile teams consisting of 50-60 developers
- Ensured all products employed responsive design technology for consumption on tablet and desktop
- Created and maintained an online Style Guide
- Collaborated with Client Services, POs, PMs, BAs, and developers to evaluate documented user pain points and offer recommendations for improvements and bug fixes or redesign
- Contributed to problem-solving solutions for design, user interface and back-end functionality
- Kept up with industry best practices in the fields of UX/UI design
- Sought out and pursued continuing education opportunities

UX/UI DESIGNER, DEVELOPER

Big Teams, LLC -Schedule Star, LLC, Bridgeville, PA | August 2014 – June 2015

- Designed and developed multiple, dynamic websites for the High School sports industry
- Created high-fidelity mockups and developed live prototypes
- Converted legacy websites into responsive sites for consumption on mobile, tablet, and desktop devices
- Extensively used HTML, CSS, LESS, SASS, Compass, Bootstrap and JavaScript to develop websites and page shells
- Employed and advocated for responsive, mobile-first design thinking and development, progressive enhancement and graceful degradation development techniques
- Cross-browser, multiple device troubleshooting and debugging
- Back-end development as needed, using Cold Fusion, SQL, jQuery, and JavaScript
- Researched, recommended and implemented third party feature plugins
- Contributed to problem-solving solutions for design, user interface and back-end functionality
- Kept current on web design trends, including responsive mobile-first design, UI and UX design
- Worked in a collaborative Agile scrum environment
- Worked with version control software such as Tortoise SVN and GIT

FRONT END DEVELOPER, Contractor

GiftCards.com, Greentree, PA | May 2014 – August 2014

- Client-side programming and front-end development for the relaunch of a consumer-facing coupon and gift card exchange site
- Extensively used HTML, CSS, SASS/Compass, jQuery and JavaScript to develop features, banners and page shells
- Employed and advocated for responsive, mobile-first design thinking and development, progressive enhancement and graceful degradation development techniques
- Edited, modified and created page templates using PHP and TWIG
- Employed best practices to ensure the site met W3C standards
- Cross-browser, cross-platform and multiple device troubleshooting and debugging
- Developed pixel-perfect web pages by following supplied mockups and requirement documents
- Kept abreast of current trends and best practices in web design and development
- Collaborated with stakeholders, project managers, developers and QA engineers
- Contributed to problem-solving solutions for design, user interface and back-end functionality
- Worked in Agile scrum environment

WEB DEVELOPER

USA Today Sports Media Group, Bridgeville, PA | April 2011 – May 2014

- Followed wireframes, mockups and requirement documents to develop a pixel-perfect front-end for multiple, data-driven websites, page shells and templates
- Extensively used HTML, CSS, JavaScript, and jQuery to develop dynamic website shells for completion by back-end developers, reducing development time by 45%
- Troubleshoot, debugged and converted legacy websites into responsive sites compatible with all devices across multiple browsers
- Developed small pieces of the website's back-end using ColdFusion, SQL, Java, JavaScript, and jQuery by seeking out and requesting additional training from the development manager
- Created assets such as wireframes, mockups and live prototypes to design new UI features
- Successfully delivered websites and collaterals that reflected the organization's integrity and enhancing the UX
- Troubleshoot and integrated vendor files for placement within advertising spaces within modules and websites
- Owned and successfully produced multiple projects simultaneously under minimal supervision
- Worked with version control software such as Tortoise SVN and GIT in an Agile scrum environment
- Kept abreast of current web design trends
- Unit testing as needed

OWNER, WEB DESIGNER, DEVELOPER, GRAPHIC DESIGNER

JLP Graffix, Pittsburgh, PA | May 2009 – January 2013

- Met with clients to determine their goals, objectives, timeline and budget requirements
- Designed and presented wireframes, proof-of-concept proposals, high-fidelity mockups and interactive prototypes to clients and stakeholders for web and print media
- Designed a consistent and cohesive UX/UI across multiple client touch points
- Developed websites using a variety of content management software
- Performed usability testing and debugging for web-based projects
- Produced all digital assets necessary for project completion for web and print
- Adhered to best practices for usability and interface design
- Wrote and edited copy for websites and printed materials
- Project management and vendor hand-off for web and print

GRAPHIC DESIGNER/ILLUSTRATOR

Classic Impressions, Cuddy, PA | May 2004 – May 2009

- Re-designed and maintained company website
- Produced graphic designs for screen printing on various textiles, clothing and promotional items
- Rendered pen/pencil and digital illustrations of race cars, motorcycles, firetrucks, ambulances, and models

GRAPHIC DESIGNER & MARKETING ASSISTANT

Total Learning Centers, Wexford, PA | February 2003 – May 2004

- Designed and maintained all digital productions such as informational CD's and websites
- Designed all printed corporate literature including brochures, posters, marketing and advertising assets
- Wrote and edited all copy for corporate literature, advertisements and websites
- Procured quotes and proposals from outside vendors and marketing agencies
- Managed project production and quality control

CUSTOMER SERVICE REPRESENTATIVE & GRAPHIC DESIGNER/ASSISTANT MANAGER

Business Card Express, Clearwater, Florida | April 2000 – August 2002

Customer Service Representative

- Educated licensed dealers on proper construction and delivery of electronic files, troubleshoot problematic electronic files and resolved dealer complaints

Promoted to Graphic Designer and Assistant Manager

- Implemented a quality control system that reduced reprint rates from 7% to 2% in less than two months
- Managed the workflow, production, delivery and quality of finished products
- Produced all in-house graphic designs for the new Photocards division of BCE
- Customer service and data entry

GRAPHIC DESIGNER

Materials Research Society, Pittsburgh, PA | 1988 – 1991

- Designed printed materials including publication catalogs, media kits, full-color posters, magazine spreads, corporate identity packages, leather-bound textbooks, and trade show collaterals
- Created camera-ready artwork for print production using traditional paste up techniques
- Simultaneously managed multiple projects from conception to delivery
- Requested and procured project bids and proposals from vendors
- Managed quality control by performing press checks for printed collaterals
- Designed, scheduled and managed photography shoots
- Ensured that all project budgets were adhered to and deadlines were met

OWNER, ARTIST

Warpaints Custom Painted Goalie Masks, Pittsburgh, PA | 1988 – 2006

- Designed and painted customized ice hockey goalie masks on an individually commissioned basis for national and international clients
- In-store demonstrations of mask painting techniques for Dick's Clothing and Sporting Goods'
- Designed and painted a custom goalie mask for Ken Wregget of the Pittsburgh Penguins and Kevin Hodson of the Detroit Red Wings

EDUCATION

Bachelor of Science / Web Design and Interactive Media

Art Institute of Pittsburgh Online Division

President's Honor Roll / Inducted into the National Technical Honor Society

Associate of Science / Digital Graphic Design

Tampa Technical Institute, Tampa, FL

President's Honor Roll

Associate of Specialized Technology / Fashion Design & Illustration

Art Institute of Pittsburgh, Pittsburgh, PA

Dean's List